



*Human Resource Services*

## **ADMINISTRATIVE TECHNICIAN**

**\$43,798 – \$54,747**

**+ Potential Performance Bonus**

Positions located in Washington, D.C. Metropolitan Area

**Tentative Exam in Mid-November 2005**

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### **THE ORGANIZATION**

CPS Human Resource Services (CPS) was initially created in California in 1935 as a state agency to improve efficiencies, provide cost-effective services, and advance quality personnel management practices to its clients. In 1985, CPS transitioned to become an independent, public organization and currently functions as a Joint Powers Authority (JPA). Our vision is to provide a “nationwide presence for the improvement of Human Resource Management in all forms of government.” We are a progressive and dynamic organization that prides itself in innovative strategies, approaches, and business practices.

Existing to assist public and non-profit sector employers develop and enhance human resource programs, CPS is a self-supporting public agency that offers a full range of products and services. Among the services provided to clients are test development and administration, classification and compensation studies, executive recruitments, organizational development, strategic compensation design and implementation, human resource training, performance management, workforce planning, and Sigma selection and assessment software. An increasing number of CPS services involve internet delivered recruiting, training, and testing solutions.

CPS is governed by a ten member Board of Directors including the City of Anaheim, California State Personnel Board, County of Sacramento, City and County of San Francisco, East Bay Municipal Utility District, State of Wisconsin, City of Las Vegas, County of Sonoma, City University of New York and Hayward Unified School District. Our core values promote client satisfaction, organizational integration, high quality of work life, and financial returns that assure long-term sustainability.

**CPS received the 2004 Sacramento Workplace Excellence Award as one of “the best places to work in Sacramento” by the Sacramento Area Human Resource Association.** The organization has experienced significant growth in revenues, service/product offerings and employees over the last five years. CPS services over 2000 client organizations at the state, local, and national levels in both the U.S. and Canada. More information about CPS can be found at: [www.cps.ca.gov](http://www.cps.ca.gov).

## THE POSITION

The incumbent will serve as primary technical support to management staff, professional staff and a large group of consultants. The incumbent will perform work related to: contract administration, timekeeping, scheduling, billing, expense reports and providing administrative support to consultants.

The duties include, but are not limited to the following:

- Creating and maintaining databases associated with contract-related project tracking
- Coordinate project and employment requirements with intermittent and consultant staff.
- Complete/track monthly billings; reconcile revenues and expenditures.
- Finalize reports and other data at the request of consultants and other staff.
- Assist with contract administration including support for GSA schedules, invoicing and office support, and maintenance of contract related files.
- Prepare bid and other business presentations.
- Answer phones and respond to questions from clients and staff.
- Perform billable work such as writing job descriptions, performing interviews, conducting recruitments and surveys, scheduling client meetings, working with various software to input client and CPS data, and other work that matches skills and abilities
- Coordinate and schedule travel for unit and project staff and handle expense reports
- Compile and organize materials for presentation and submission to clients
- Perform other administrative duties as requested

The Administrative Technician must be able to respond quickly and effectively to client demands. Consequently, to work well in this environment, the Administrative Technician must be willing to:

- Work well in a team environment
- Work independently with little direct oversight.
- Work on multiple tasks concurrently.
- Be a detail oriented person comfortable with calculations, tracking and billing
- Quickly adjust to changing work demands.
- Communicate on the phone and in person with clients and project staff.
- Facilitate group activities.
- Work irregular hours when needed.
- Represent CPS to clients or at conferences.

## **QUALIFICATIONS**

Successful candidates are expected to possess the following:

### **Ability to:**

- Work accurately amid multiple priorities

- Evaluate problems and recommend solutions
- Plan, schedule, and administer large projects or events
- Learn computer applications
- Read and interpret technical publications and instructions
- Communicate and work effectively with others
- Perform a variety of complex and sensitive administrative functions requiring the maintenance of strict confidentiality
- Develop and maintain effective relationships with all levels of individuals
- Work independently with little direction
- Work irregular hours when needed

#### **Skills:**

- Excellent organizational skills
- Good problem identification and resolution skills
- Excellent interpersonal skills
- Computer competency in the use of internet and other applications such as Excel, Word, MS Project, desktop publishing applications, PowerPoint, and Access
- Multitasking competencies to successfully manage multiple events or projects
- Process development or redesign
- Customer service skills
- College-level oral and written communication skills
- Basic math and bookkeeping skills

#### **Knowledge of:**

- Basic principles and practices of public/business administration
- Principles and practices of supervision and training
- Basic statistics
- Office work systems and procedures, including administrative systems, word processing, and computer applications

#### **Education:**

The ideal candidate will possess an Associate's degree in business or public administration, Human Resources or related field. A Bachelor's degree is highly desirable.

#### **Experience:**

Three years of increasingly responsible technical or administrative support experience including technical human resources work, proposal and contract development, billing, coordination of project staff, and report writing.

Any combination of education and experience that provides the desired competencies is qualifying. Candidates with strong experience who lack the degree are encouraged to apply.

## **SALARY AND BENEFITS**

### **Salary Range:**

\$43,798 – \$54,747 Annual Salary

**Insurance:** CPS provides health, dental, vision, life and long-term disability plans

**Leave:** CPS provides a generous leave plan including 16 personal leave days per year (vacation and incidental illness), 6 long-term sick leave days per year (which may be accrued), and 7 regular and 4 floating holidays.

**Retirement** – CPS is a California Public Employee's Retirement System member. CPS and the employee contribute to a defined benefit plan that provides a fixed monthly income at retirement based on a formula of years of service, age and salary. CPS also offers a 457 plan (deferred compensation plan) to which the employee can contribute. CPS does not participate in Social Security, except for Medicare.

**Social Security:** As a CPS Human Resource Services employee, your earnings are not covered by Social Security. Under the Social Security law, there are two ways your Social Security benefit amount earned under previous employers may be affected, "Windfall Elimination Provision" and "Government Pension Offset Provision." FOR MORE INFORMATION, please visit: <http://www.socialsecurity.gov>. You may also call 1-800-772-1213 or for the deaf or hard of hearing, call the TTY number 1-800-325-0778, or you may contact your local Social Security Office.

**Flexible Spending:** CPS offers a Dependent Care Assistance Plan and a Flexible Health Care Spending Account.

## **SELECTION PROCESS**

Qualified candidates must complete the online application form at [www.cps.ca.gov](http://www.cps.ca.gov) under "Job Opportunities." Faxes will not be accepted during the application phase. No telephone calls please. Applications will be screened to determine the most qualified candidates. Qualified candidates will be invited to participate in a written exam.

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**CPS IS AN AT-WILL/EQUAL OPPORTUNITY EMPLOYER to all, regardless of race, color, ancestry, religion, sex, national origin, marital status, age, sexual orientation, mental or physical disability, or perceived disability.**

**CPS is in compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Qualified women, minorities, individuals with disabilities and veterans are strongly encouraged to apply.**